

Home and Building Services Action Plan

Constant Contact® 

PRO 
prowl communications

If you're feeling overwhelmed and unsure of what actions to take during this time, use this guide to get you started. Here's what we'll cover:

Keeping safe

- Protecting yourself
- Protecting your employees and your customers

Assessing and generating solutions

- Identifying short-term modifications
- Starting to think long term

Adapting and overcoming

- Converting to digital solutions when possible
- Putting a plan into action

Staying in contact

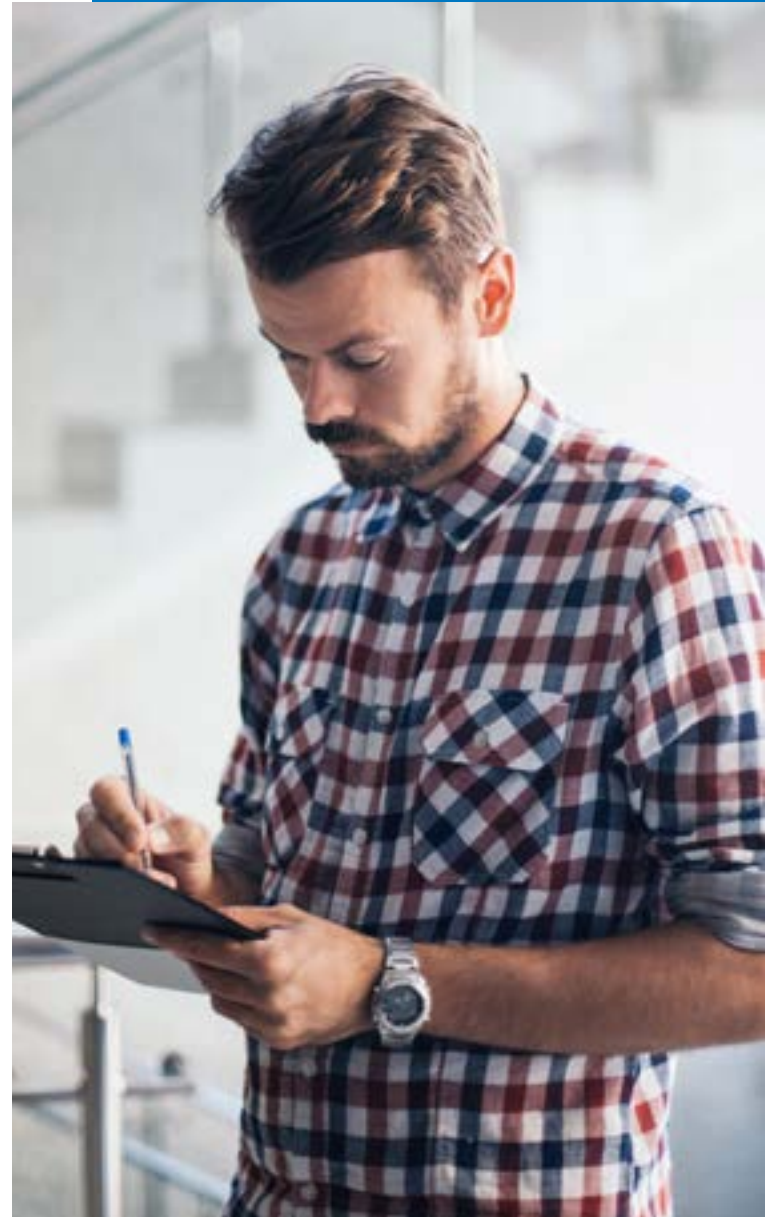
- Updating your communication channels
- Reaching out to clients

Marketing during this time

- Being sensitive and respectful
- Gauging the appropriate path

Planning for the future

- Thinking ahead
- Using what you've learned



The COVID-19 (coronavirus) pandemic is changing the way we all do business. There is much we still don't know about how this situation will play out.

Will you be able to continue the jobs you're already contracted for? What about upcoming contracts and fielding new requests for project quotes? And for the projects you do continue, there's the matter of making sure the worksite is safe for you and your employees.

As this unprecedented crisis continues to evolve, many contractors, electricians, plumbers, home builders, and other home services professionals are wondering how to minimize losses, and what steps they can take to protect their businesses.

Small business owners are some of the most resourceful and resilient people we know. And now's the time to lean into that resourcefulness, make a plan, and get to work. If you're feeling overwhelmed and unsure of what actions to take, this guide will serve as a good starting point.

Let's take a look at some ways that you can take stock of the situation, generate solutions, and take action to protect your home and building business.

As you know, things are developing rapidly. Remain flexible to make changes on the fly.

Remember, you've got us and can get [Constant Contact Help and Support](#) when you need it.



Safety First

Your first priority is to make sure that your family, staff, and especially yourself, are safe and safeguarded, to the best of your ability.

Next, make sure that you're doing everything you can to safeguard your customers.

Implement [CDC-recommended precautions](#) in your business as soon as possible. Among the most important recommendations are:



- Actively encourage employees, especially those who are sick, to stay home.**
- Emphasize the importance of cough and sneeze etiquette as well as hand hygiene within your business.**
- Perform routine, thorough environmental cleaning, especially on a job-site.**

You can review additional resources and responses specific to home and building services on the official [National Association of Home Builders'](#) website as well as [The Construction Association](#).

Once you've done what you can for everyone's health and safety, it's time to figure out how this situation may affect your business.

It's likely you're already feeling the impact. In any emergency, large or small, you'll often have to assess and reassess to generate solutions because things are always changing.



Note: Since this is a rapidly moving situation, the guidelines set forth by your local health officials should take precedent when deciding what precautions to follow. ([Find resources for your state here.](#))

Assess and generate solutions

Since there are a lot of unknowns, it's important to think about various possibilities and what you can do to adapt to them. The problems you face will vary depending on the nature of your business, and so your solutions will vary too. It's important to look at the questions directly and make a plan based on what you're able to do. Below are some examples of things you may need to consider.

You may want to write things down as you think through these questions and your answers. It'll help you formulate your action plan.



What if you end up short on staff?

- Think about reducing your hours or days that you provide services.
- Consider prioritizing projects based on customer needs.
- Many people may be relying on your work as essential, especially while they are stuck at home.

What if you have a problem ordering materials needed for a job?

- Check your supply channels to find out how long it will take to get materials in your area.
- Notify your customers of any delays in being able to finish a job.

What if you get sick?

- Designate someone else to be in charge of the daily operations.

What can you do to help your staff?

- Can you continue to pay them if they can't work?
- Do you have something you can give them to help them out?
- Are there new processes or procedures in place to make sure every worksite is safe?

What can you do to help your customers?

- Can you offer discounts so they can save money on services?
- Can you do service calls at different hours?
- Are you able to give out project quotes digitally – using photos and videos to assess a possible job?

What can you do to help your community?

- Do you have supplies or materials that you can donate or can you donate your time to help a local shelter?
- Do you have special skills and tools you can offer to help those in need?

And at some point you may have to ask the bigger questions:

What if you have to temporarily halt construction or your services?

- Many states are ordering non-essential businesses to close. To find out what states have issued exemptions check the [construction exemption map](#).
- Are there other tasks that you can accomplish in the meantime? Can you start booking jobs for the future, after this crisis has passed?

Is the “temporary” plan you put into place sustainable? If so, for how long?

- If not, are there things you can do to adjust your plan so it will be sustainable?

What if this lasts several weeks or months?

- How this would affect your family, as well as your staff and their families – can you help them in some way?

Are there any other resources available to you?

We’ve compiled a list of resources for you.

[Resources for Small Businesses Impacted by COVID-19 \(Coronavirus\)](#)



Adapt and overcome

Your “business as usual” may no longer exist, for the time being. You’ll need to adapt to get through these trying times. Some things to consider:



Selling your services online

If you haven’t been selling online, now’s your chance to start. Your Constant Contact account comes with tools that make it quick and easy to start selling online. You can create shoppable landing pages or a full website with an online store of all the home services you offer.



Moving on-site inspections and on-call work orders online

There are plenty of ways for you to connect with clients or customers via phone, video call, or through platforms that allow you to host virtual events. You may even consider a YouTube channel, video conferencing, or livestreaming. For example, you could create step-by-step videos to help someone with a clogged toilet or a leaky faucet on your website or YouTube channel. You could even use photos and videos to assess projects and provide estimates to potential new clients. Video conferencing apps can help you conduct on-site inspections or coaching for minor fixes needed until you’re able to be on-site.



Providing no-contact inspections on the job site

Be sure to think through social distancing rules and keep your customers’ safety in mind. Let them know what measures you’re taking to keep them safe. If you are a plumber, electrician or provide another in-home service, you’ll want to inform your customers of any changes to processes or new procedures you have in place to protect them and you while on the job.

Once you have a game plan to adapt your usual business operations, you’ll need to let people know about it.

Stay in contact

When you're constantly having to make changes to adapt to an ever-changing situation, it's imperative that you let your customers know what you're doing and when.

Keep your customers aware of any changes to day-to-day operations.

Be sure to include details your customers should know about, like your hours, material limitations or availability, and any precautions you're taking regarding the virus.

Consider the following tips to communicate the above information with your customers:



- Update your website.**
- Email your customers.**
- Post to social channels and pin those posts to the top of your feed if possible.**
- Update your details on your Google My Business profile and any other sites where you have a listing.**
- If you have a physical location, think about hanging signage in your windows and around the store.**

It's also a good idea to review any communications you already had scheduled for their appropriateness and relevance based on the current state of affairs.

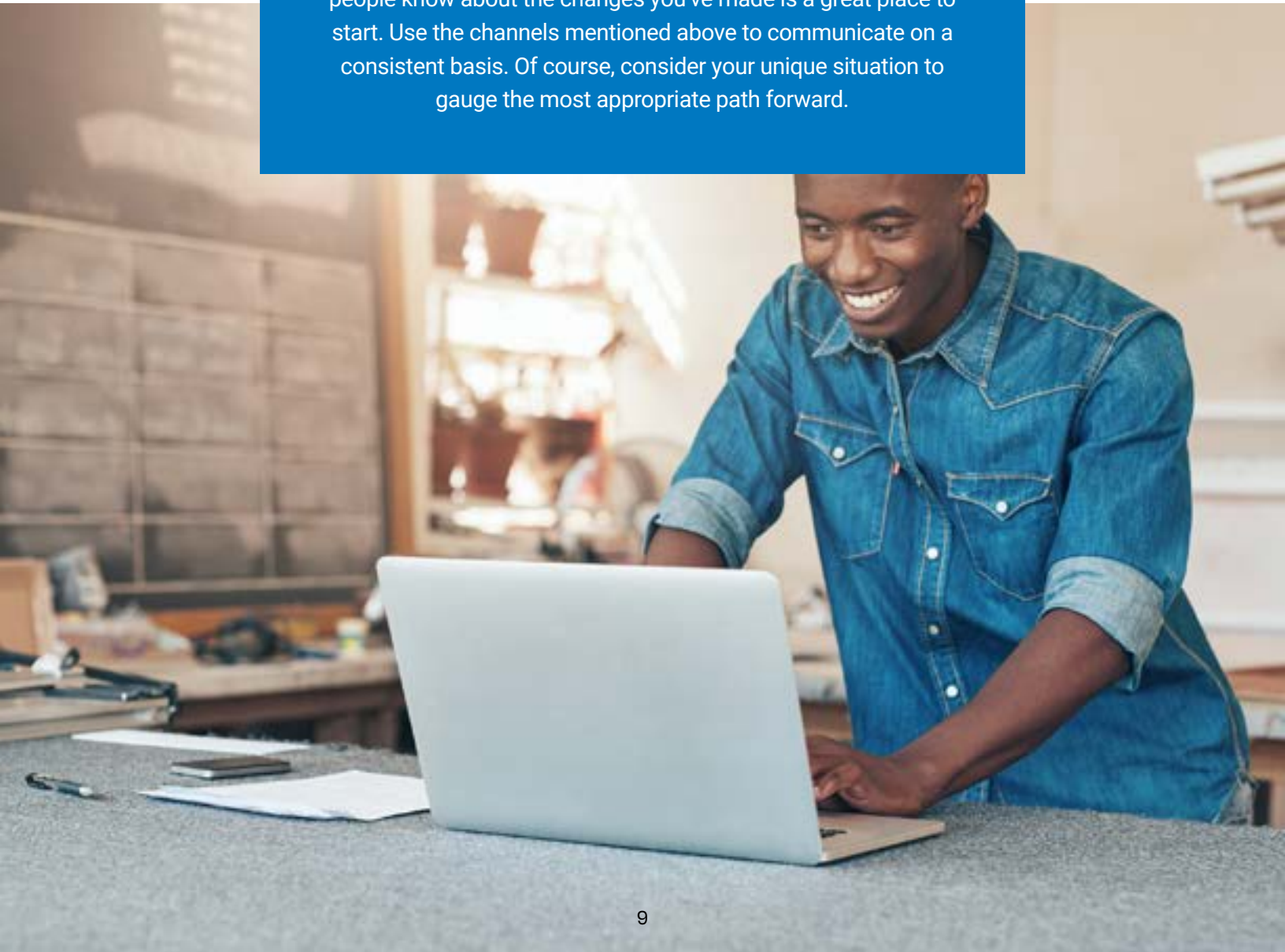
Remember, your Constant Contact account comes with tools to create a website, sell services online, send email (including templates for you to communicate with your contacts about COVID-19 including tips on what to say), post to social media, and more. Need help? Call us 905-321-5097





Marketing during this time

Yes, it's okay to market your business during this time. But you must be sensitive to the current situation and respectful of your audience and the situation they are also going through. Letting people know about the changes you've made is a great place to start. Use the channels mentioned above to communicate on a consistent basis. Of course, consider your unique situation to gauge the most appropriate path forward.



Plan for the future

Eventually, you'll need to transition back to business as usual. It's important to plan ahead. So, start making plans for what comes after the emergency.

Review the changes you've made and what you've learned, then think about how you can use that information to move forward.

What can stay?

Look for things worth making a permanent part of your business.



- Did your website and online communications get a greater response than you thought they would?**
- Did having reduced hours turn out to be a great thing for you and your employees?**
- Did online assessments work well for you and potential clients?**

If so, don't stop just because the emergency is over. Keep them going and see if they're a good addition to your business long term.

What comes next?



- Do you need to reach out to your suppliers?**
- If you've been closed, what do you need to do to reopen?**
- How will you recall your staff? Will it be in stages or all at once?**
- How will you update clients about your new project schedule?**

These are trying times with many unknowns. By doing your best to stay safe, review your options, and make a plan you'll better position yourself to come out on the other side.



Remember, you are not alone

Our marketing advisors are here to help.



Contact Us Today To Assist
Debi Katsmar | 905-321-5097 |
www.prowlcommunications.com
You've got this. You've got us.

